



COVID-19 Test Result Portal User Guide

Updated November 11, 2020

If you were recently tested for COVID-19 in the State of Rhode Island, you can access a record of your test result on portal.ri.gov/results.

If you need help accessing your test results, call the Rhode Island Department of Health (RIDOH) at 401-222-8022 or email RIDOH.COVID19questions@health.ri.gov. RIDOH staff will ask for your name, date of birth, and the date and location of your test. If you are looking for the results of a K-12 COVID-19 test, call 888-857-1814.

Please note that PCR test results are usually ready in two to four days and rapid test results are usually ready in 8-12 hours. You will need to complete this process each time you attempt to access your test result.

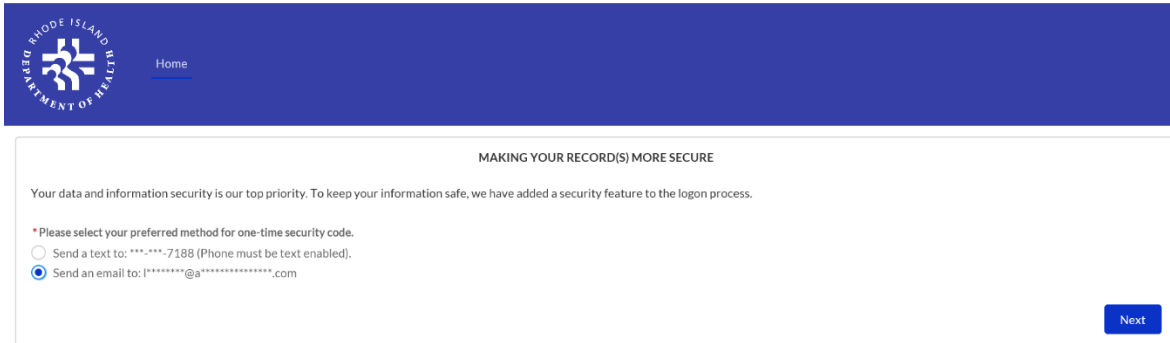
Follow these six steps to get your COVID-19 test results online.

1. **Logging in:** To log in, go to portal.ri.gov/results and enter your name, date of birth, and the date of your test. Check the security feature box and then press next.

You will get an error message if the information you entered does not match the record or if your test result is not ready yet.

A screenshot of the Rhode Island COVID-19 Test Results Portal login page. The page has a blue header with the Rhode Island Department of Health logo and a 'Home' link. The main content area is white and contains the following text: 'Welcome to the Rhode Island COVID-19 Test Results Portal', 'Para Español, clique aquí.', and 'Para Português, clique aquí.'. Below this is a form with four input fields: 'First Name', 'Last Name', 'Date of Birth (01/01/2020 or Jan 1, 2020)', and 'Date of Test (01/01/2020 or Jan 1, 2020)'. Each field has a small calendar icon to its right. Below the form is a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo. A blue 'Next' button is located at the bottom right of the form, circled in red.

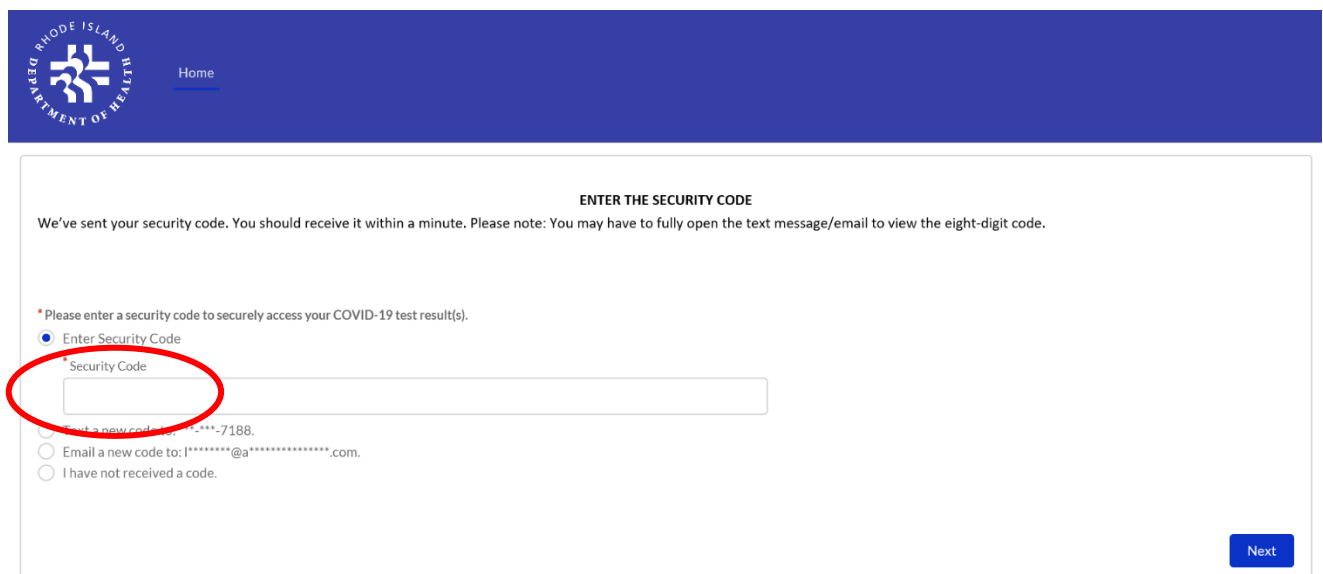
2. **Identity verification:** You must verify your identity in order to access your result. You will be sent a unique one-time verification code via email or text message. Please select how you would like to receive this verification code. Press next.



The screenshot shows the top navigation bar with the Rhode Island Department of Health logo and a 'Home' link. The main heading is 'MAKING YOUR RECORD(S) MORE SECURE'. Below this, a message states: 'Your data and information security is our top priority. To keep your information safe, we have added a security feature to the logon process.' A prompt asks the user to select a preferred method for one-time security code. Two options are listed: 'Send a text to: ***-***-7188 (Phone must be text enabled)' and 'Send an email to: l*****@a*****.com'. The email option is selected with a blue radio button. A 'Next' button is located in the bottom right corner.


3. **Verification code:** You should receive the verification code within a minute of submitting the request. If you opted to receive the code via email and do not see it in your inbox after a minute, check your spam folder. You will have to open the email or text message to view the entire eight-digit code. You can then copy and paste the code into the security code box on the result portal. Then press next.

If you do not receive a verification code, try entering your information again or try a different mode of contact.



The screenshot shows the top navigation bar with the Rhode Island Department of Health logo and a 'Home' link. The main heading is 'ENTER THE SECURITY CODE'. Below this, a message states: 'We've sent your security code. You should receive it within a minute. Please note: You may have to fully open the text message/email to view the eight-digit code.' A prompt asks the user to enter a security code to securely access their COVID-19 test result(s). The 'Enter Security Code' option is selected with a blue radio button. Below this, there is a text input field for the 'Security Code', which is circled in red. Three other options are listed: 'Send a new code to: ***-***-7188', 'Email a new code to: l*****@a*****.com', and 'I have not received a code'. A 'Next' button is located in the bottom right corner.

4. **Terms and conditions:** Before you can access the result portal, you must agree to the terms and conditions of use. Check the box to certify that you have permission to access and view the result, type your name in the signature box, and then press next. Only use this portal to access your own test result or the test result of a dependent.



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TERMS AND CONDITIONS OF USE

The RI COVID-19 Test Results Portal is an online health management tool. If you were tested for COVID-19, you can access your test results through this secure web-based portal.


☐ I certify that I have permission to access and view these records.

Signature

Next

5. **View your results:** The next page should list your COVID-19 test result. On the left side of the screen, you will see information about the type of test performed (PCR or rapid antigen) and instructions about isolation and quarantine.

Towards the right side of the screen, you will see your test result (negative or positive), the date that you got the test, the date that the test results were received, and the technical name of the type of test you received. You may print a copy of this test result by clicking the print icon on the top right corner of the screen.



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Welcome

First Name: Last Name: Date of Birth: 2000-10-01 Date of Last Test: 2020-10-01

COVID-19 Test Type	Test Result	Date of Test	Date of Test Result	Technical Test Name
COVID-19 (PCR) <ul style="list-style-type: none">Your PCR test (confirmatory test) is negative.If you're experiencing symptoms, you should stay home until your symptoms go away and you've been fever free for 24 hours.If you are in quarantine, you still need to complete your quarantine even though this test is negative.	NEGATIVE	2020-10-01	2020-10-07	PCR
COVID-19 (PCR) <ul style="list-style-type: none">Your COVID-19 test is positive.Stay at home (isolate) for at least 10 days. If you have symptoms, stay home for 10 days since you started having symptoms. If you do not have symptoms, stay home for 10 days from the day you got tested. Stay away from the people you live with as much as possible. If you can, use a separate bathroom and bedroom. If you must be in the same room as others, wear a mask.Everyone you live with should stay at home for 14 days from when you begin isolation. If they cannot completely separate from you during your 10 days of isolation, they should stay at home for 14 more days after your last day in isolation or their last contact with you.Tell your employer and your close contacts that you have tested positive for COVID-19. Your close contacts should stay at home for 14 days since their last contact with you.Get help if you feel sick. Call your primary care provider or an urgent care center to get medical advice. If you need emergency medical care, call 911 and tell them you have tested positive for COVID-19.Please answer the phone when the Rhode Island Department of Health calls and be prepared to share a list of your close contacts.For more information, visit health.ri.gov/covid/whattodo.	POSITIVE	2020-10-01	2020-10-07	PCR

Finish

6. **Log out:** Press the finish button on the bottom right of the screen to log out.